

310.18**Support Staff Guidelines****Qualifications and Requirements**

Qualifications	A support staff person must have a high school diploma or the equivalent.
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Desirable skills	The following experiences or skills are desirable: <ul style="list-style-type: none">• Computer skills, specifically word processing and/or data entry,• Common office equipment experience• Ability to work well with a diverse population of low-income persons with possible language/cultural barriers, and• Ability to work well with health professionals.
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Physical requirements	This position may involve lifting up to 50 pounds.
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Travel requirements	Travel to outlying clinic sites may be required. Driving responsibilities and transportation scheduling are determined at each agency.
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Supervision of support staff	Support staff are responsible to the agency's WIC program coordinator and/or the clinic manager, and receive technical assistance from agency professional staff and staff of the state WIC office.
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Responsibilities

Introduction	Support staff must perform all or any combination of the tasks in the following areas in a competent and confidential manner. Agency staffing needs will determine which tasks are assigned to each staff member.
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Clinic preparation and follow-up	Support staff clinic preparation and follow-up responsibilities may include: <ul style="list-style-type: none">• Reminding participants of appointments,• Preparing necessary participant notices for distribution,• Assisting in clinic set-up/tear-down, and• Providing missed appointment reminders for participants not keeping appointments.
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Intake	Support staff intake responsibilities may include: <ul style="list-style-type: none">• Verifying participant residence, identification, and income;• Interviewing participants to complete demographic information;• Documenting physical presence;• Offering voter registration to participants;• Assisting participants in filling out forms;• Obtaining immunization records from participants; and• Initiating and directing clinic flow.
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Outtake and scheduling	Support staff outtake and scheduling responsibilities may include: <ul style="list-style-type: none">• Scheduling participant certification, nutrition education, and follow-up appointments and provide appointment notices;• Checking for appropriate signatures, titles, and dates on the rights and responsibilities form;• Answering participant questions accurately or referring to appropriate clinic staff; and• Reminding participants to bring immunization records to clinics.
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Data system	Support staff data system responsibilities may include: <ul style="list-style-type: none">• Setting up computers and printers correctly, and preparing for transport;• Maintaining data system equipment;• Entering information into the data system;• Synchronize data with state WIC office; and• Report equipment and data system issues to the WIC HelpDesk
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Responsibilities, Continued

**Food
instrument
distribution**

Support staff food instrument distribution responsibilities include:

- Explaining use of WIC food instruments and Farmers Market checks to participants,
 - Explaining appointment procedures, including use of proxy,
 - Distributing food instruments according to predetermined package needs,
 - Ensuring participant signature is on check receipt and identification card,
 - Issuing WIC identification card to certified participants,
 - Assuring the security of WIC food instruments in clinic, and
 - Maintaining the daily file.
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**Grant
management**

Support staff grant management responsibilities include:

- Promoting and supporting breastfeeding efforts,
 - Assisting in maintenance of WIC financial and participant records,
 - Typing and filing any program correspondence or reports,
 - Offering suggestions for changes in program procedures, and
 - Identifying potential participants/population areas for outreach efforts.
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Other tasks

Additional support staff responsibilities include:

- Sorting and filing materials received from the state WIC office;
 - Providing guidance and clarification for outreach workers;
 - Assisting in maintaining office and medical supplies, records, forms, and equipment at clinic sites, outreach offices, etc.;
 - Attending staff meetings and in-services;
 - Functioning as a member of the agency quality assurance team;
 - Send completed voter registration forms to county auditors;
 - Assisting state WIC staff in monitoring vendors; and
 - Performing other related duties as assigned by WIC program coordinator or clinic manager to ensure effective program operation.
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Responsibilities, Continued

**Interaction
with various
programs**

The support staff position may require communication or interaction with:

- Iowa Department of Public Health
 - Local Department of Human Services
 - Public Health Nursing
 - Area physicians, HMOs and hospital staff
 - Area Education Agency
 - Family Planning agencies
 - Lead Poisoning Prevention programs
 - Child Health Specialty clinics
 - Maternal Health programs
 - Child Health programs
 - Head Start
 - Other community groups,
 - Staff of other WIC contract agencies, and
 - I-Smile
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